

# Delaware Voluntary Service Station Assistance Program



"It's Good Business!"

The State of Delaware requires service stations providing both full and self service to provide full service assistance to disabled motorists, during hours in which full service is offered, at self-service prices. Because industry trends indicate increased selfservice-only service station facilities, fewer service stations are required to comply with this requirement. This trend adversely affects disabled motorists who cannot pump their own gas; those individuals are finding it increasingly difficult to locate retail stations that would pump gas for them. While the Federal Americans With Disabilities Act requires self-service facilities with two or more employees to provide service to disabled motorists, no such statute exists at the state level in Delaware.

In 2000, the Department of Transportation, the Division of Vocational Rehabilitation, representatives of various city and state agencies, State Congressional offices, representatives of the petroleum industry, several prominent Delaware Service Station Dealers, and representatives of the disabled community, formed the "Voluntary Service Station Assistance Task Force". This task force explored the possible actions that could be taken to address the accessibility issue. As a result, a 3-year pilot program called the "Voluntary Service Station Assistance Program" has been developed, with the goal of promoting voluntary assistance by Delaware Service Station Dealers to disabled motorists who cannot pump their own gas. If the pilot program is successful, it will continue beyond the initial program period.

As part of this program, the State of Delaware will provide, at no cost to participating Service Station Retail Dealers, a Pump Service sign (displaying the international wheelchair symbol, which will let motorists know which stations are

participating in the program), and an Hours of Service sign (which will specify the hours that service to motorists who cannot pump their own gas will be provided).

Finally, information regarding this program, and the participating stations, will be distributed through media outlets throughout the State, through brochures, and through the Delaware Department of Transportation/Motor Fuel Tax Administration website ([www.deldot.net/static/mfta](http://www.deldot.net/static/mfta)).

If there are any questions regarding this program, or if you wish to become a participating station, please contact the Delaware Motor Fuel Tax Administration, Office of Retail Gasoline Sales, Post Office Drawer E, Dover, Delaware 19903-1565, or call (302)744-2703.

A successful Voluntary Service Station Assistance Program would not just be beneficial to disabled motorists who cannot pump their own gas - - it's **good business** for the stations that participate!



